

colesgroup

Aboriginal and Torres Strait Islander Engagement

Celebrating our journey

Incorporating our
2023 commitments



Acknowledgement of Country and Traditional Custodians

Coles Group acknowledges the Traditional Custodians of Country throughout Australia. We recognise their strength and continuing culture and pay our respects to Elders past, present and emerging.

Coles Group extends that respect to all Aboriginal and Torres Strait Islander peoples, and recognises their rich cultures and continuing connection to land and waters.

Advisory

Aboriginal and Torres Strait Islander people are advised that this document may contain images of people who are deceased.

All references to Indigenous people in this document are intended to include Aboriginal and/or Torres Strait Islander people.

Coles Indigenous Affairs Team

Thinus Kevé
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Indigenous Business Development
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Timothy Werner
Indigenous Talent Specialist

About the Artwork

The design portrays a bush tomato uniquely arranged to represent the Coles Group national community, aspiring towards greater confidence, welcoming pathways and respectful self-pride. The circular rings radiate expressing our ambitions, development and success in our life cycle and beyond. This extends to the waters surrounding Australia.

The colours used reflect the Aboriginal and Torres Strait Islander flags.

The original artwork design was created for Coles Group by Marcus Lee Design, a creative design agency certified by Supply Nation.



Celebrating Aboriginal and Torres Strait Islander engagement

Our **purpose** at Coles is to 'sustainably feed all Australians to help them lead healthier, happier lives'.

This purpose is underpinned by our **strategy** to win together with our team members, suppliers and communities, and includes a commitment to diversity and inclusion for all Australians – including Indigenous Australians.

It is with great pleasure that I present this document, which marks 10 years since the first Coles Aboriginal and Torres Strait Islander Plan and celebrates successes across our business over this period.

Our plan sets out our vision to reflect the communities we serve by providing more opportunities for Aboriginal and Torres Strait Islander peoples, organisations, communities and customers to engage with our business.

Since its launch, we've made significant progress across our key focus areas. We increased our Aboriginal and Torres Strait Islander team member representation from 65 to over 4,400, making us the largest private sector employer of Indigenous Australians.

More than 100 Indigenous businesses have been engaged throughout our supply chain, with success stories across both products and services.

We're also proud of our approach to working directly with Aboriginal and Torres Strait Islander community organisations.

These relationships have strengthened Coles' connection to local communities and our understanding of Indigenous cultures, histories, knowledge and rights.

In addition to highlighting some of the inspiring stories behind our progress, this document also outlines revised commitments under our Aboriginal and Torres Strait Islander Plan. These will ensure we continue to build momentum.

I would like to thank all the Aboriginal and Torres Strait Islander peoples, organisations and communities that have supported and challenged us to increase engagement with, and improve opportunities for, Indigenous Australians. Our achievements have only been possible because of your continued support.



Steven Cain
Managing Director and CEO
Coles Group Limited

Overview of Coles Group

Our businesses

Coles is a leading Australian retailer, with over 2,400 retail outlets nationally. Our **purpose** is to 'sustainably feed all Australians to help them lead healthier, happier lives'.

coles

Coles Supermarkets

Coles is a national full service supermarket retailer operating more than 800 supermarkets.

coles.com.au

Coles Online

Coles Online provides our customers with an 'anytime, anywhere' shopping proposition, offering a choice of home delivery, including same-day and overnight drop and go services, or pick up from over 1,000 Click&Collect locations.



Coles Liquor

Coles is also a national liquor retailer with over 900 stores trading as Liquorland, Vintage Cellars, First Choice Liquor and First Choice Liquor Market and an online liquor retail offer.

coles express

Coles Express

Coles Express is one of Australia's leading fuel and convenience retailers, with over 700 sites across Australia, employing more than 5,000 team members.

flybuys

flybuys

flybuys is one of Australia's most popular loyalty programs with over six million active households. Coles is a significant participating partner in the flybuys program.

coles Financial Services

Coles Financial Services

Backed by some of the biggest names in financial services, Coles Financial Services provides insurance, credit cards and personal loans to Australian families.

Win Together: Coles Aboriginal and Torres Strait Islander Plan 2023

The Coles Group Aboriginal and Torres Strait Islander Plan is part of our strategy to win together with our team members, suppliers and communities. The plan contains high-level commitments that will **provide more opportunities for Aboriginal and Torres Strait Islander peoples, organisations, communities and customers to engage with our business.**

Coles launched its first Aboriginal and Torres Strait Islander Plan in 2011 and the current version, which will take us through to 2023, continues to focus on three key areas – employment, products and services; and customer and community.

Underpinning the plan is a focus on cultural learning and respect, ensuring as a business we continue to increase understanding, value and recognition of Aboriginal and Torres Strait Islander cultures, histories, knowledge and rights.

Focus Area	Employment 	Products and Services 	Customer and Community 
Commitments	Sustainable Workforce <p><i>Provide more jobs for Aboriginal and Torres Strait Islander Australians and actively develop their careers</i></p> <ul style="list-style-type: none"> • Increase Aboriginal and Torres Strait Islander team member representation to 5 percent of total workforce and 3 percent of trade and leadership roles • Maintain retention rates for Aboriginal and Torres Strait Islander team members above the Coles average 	Diverse Supply Chain <p><i>Create more opportunities for Aboriginal and Torres Strait Islander suppliers</i></p> <ul style="list-style-type: none"> • Increase Aboriginal and Torres Strait Islander supplier participation throughout our supply chain 	Mutually Beneficial Relationships <p><i>Develop and maintain mutually beneficial relationships with Aboriginal and Torres Strait Islander stakeholders</i></p> <ul style="list-style-type: none"> • Ensure relationships with Aboriginal and Torres Strait Islander stakeholders are meaningful, sustainable and equitable

Cultural Learning and Respect

Increase understanding, value and recognition of Aboriginal and Torres Strait Islander cultures, histories, knowledge and rights

- Provide cultural learning opportunities throughout the business
- Observe Welcome to Country and Acknowledgement of Country cultural protocols
- Promote opportunities to participate in Aboriginal and Torres Strait Islander events and activities
- Increase awareness of Coles' commitment to Aboriginal and Torres Strait Islander engagement

Our story so far

2001

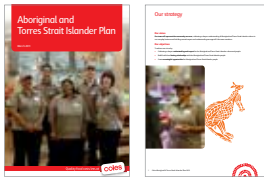
Coles establishes a support fund for Indigenous suppliers



2011

First Coles Aboriginal and Torres Strait Islander Plan launched

Coles Indigenous Affairs team established



2013

Grants to Indigenous suppliers reach \$1 million

First Indigenous store artwork commissioned (Mt Isa, QLD)

8 Indigenous suppliers engaged during the year



2010

First Pre-Employment Program (Edmonton, QLD)

65 Indigenous team members employed across Coles



2012

Yaru Water becomes first Indigenous goods-for-resale supplier

Second Aboriginal and Torres Strait Islander Plan launched

818 Indigenous team members



2014

Coles sets target for 3 percent of workforce to identify as Indigenous by the year 2020

1,011 Indigenous team members



2015

Coles wins Wurreker Award for Indigenous employment program delivered in Shepparton

Coles supports Indigenous Eye Health initiative resulting in 7,000 hygiene packs distributed to remote communities

Aboriginal and Torres Strait Islander Plan refreshed

2017

Nunga Produce becomes first Indigenous fresh produce supplier to Coles

2,872 Indigenous team members

28 Indigenous suppliers engaged



2019

50th Indigenous employment program delivered

Partnered with local Indigenous artists to install artwork across 10 new store locations

4,102 Indigenous team members, including 223 Indigenous team members in trade or leadership roles

Retention rates for Indigenous team members remain above the Coles average

50 Indigenous suppliers engaged

2016

Coles wins Australian Human Rights Commission Award for Indigenous employment

Coles wins NSW State Training Industry Partnership Award (with TAFE NSW) for Indigenous employment program

Regional and remote strategy established, supporting Indigenous engagement in Alice Springs, Broome, Kalgoorlie and Kununurra

2018

Coles reaches 3 percent representation target two years ahead of schedule

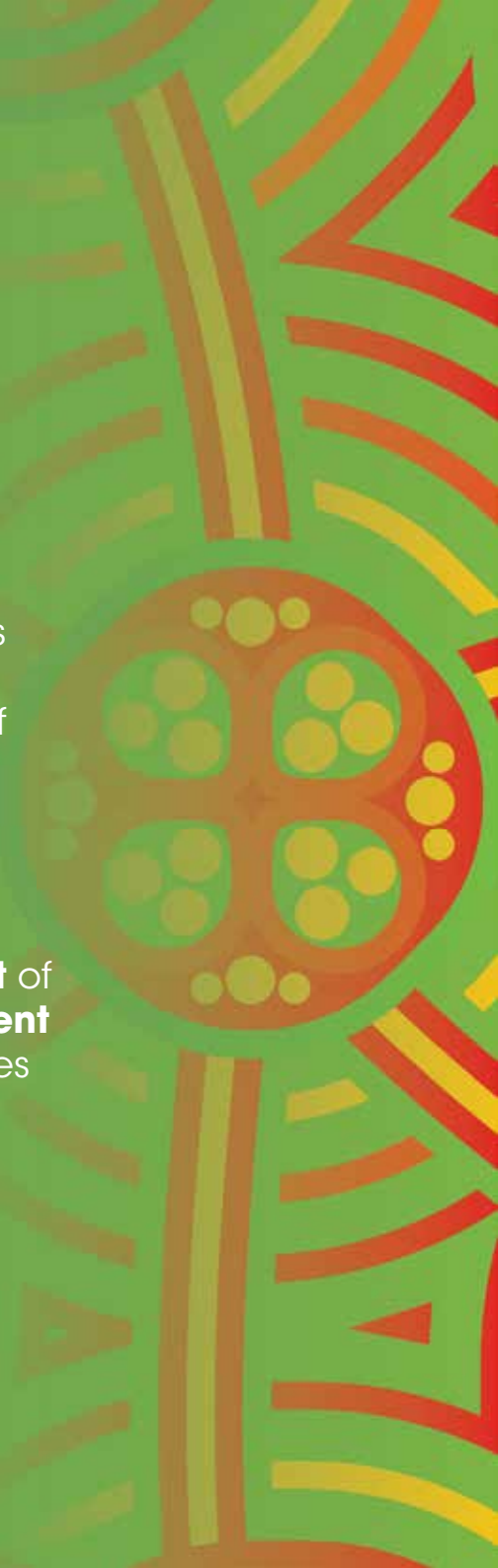
Retention rates for Indigenous team members above Coles average

39 Indigenous suppliers engaged



Employment highlights

- Coles Group is the largest private sector employer of Aboriginal and Torres Strait Islander people in Australia
- Coles employs over **4,400** Aboriginal and Torres Strait Islander people across stores, store support centres and distribution centres, representing **3.8 percent** of Coles team members
- Coles aims to increase Aboriginal and Torres Strait Islander team member representation to **5 percent** of total workforce and **3 percent** of trade and leadership roles by 2023





Regional and remote partnerships boost Indigenous employment

Partnerships with organisations in regional and remote locations have been vital to Coles employing more Indigenous team members in these communities.

Formal relationships exist with organisations including **Wunan Foundation** in Broome and Kununurra, **Aboriginal Employment Strategy** in Darwin and **Midwest Employment and Economic Development Aboriginal Corporation (MEEDAC)** in Kalgoorlie.

In the three years since the partnership strategy was implemented, 250 additional job opportunities have been provided across the locations compared to the previous three year period.

These organisations help recruit Coles team members, provide post placement mentoring support and act as a conduit between the new team member and the store leadership team.

Wunan Manager Employment and Training, Richard Beck, said the organisation was proud to assist Coles in supporting the local Indigenous community.

"We appreciate the contribution of all of our partners, but it's especially fantastic for a national organisation like Coles to

work with us to empower the Kimberley Indigenous communities by investing in their abilities and providing real work opportunities to strengthen their futures," Richard said.

Speaking about the relationship with Coles, MEEDAC Chairman, Jim Sandy, said the local partnership approach was important to improve overall outcomes for Aboriginal job seekers in the Goldfields region.

"The relationship allows Coles to build closer connections with local job seekers and helps MEEDAC better understand the needs of one of our community's largest employers, leading to improved outcomes," Jim said.

Coles has also established strong relationships with local organisations in Alice Springs and Port Augusta and partners with **The Australian Indigenous Business Alliance Group (AIBAG)** to support employment initiatives nationally.

Participating in community events helps Coles to establish and strengthen such partnerships, and raise awareness of the opportunities at Coles.

"The relationship allows Coles to build closer connections with local job seekers and helps MEEDAC better understand the needs of one of our community's largest employers, leading to improved outcomes."

- Jim Sandy, Chairman of MEEDAC

Team member stories

Store Support Centre – Bonny Rawson and Therese Lavery



As a Product Technologist, **Bonny Rawson** is responsible for the quality, safety and legality for Coles brand food products.

"I like that every day at work is different and that I get to work with different people, both suppliers and people within the business. Plus, I get to eat really nice food every day," the 27-year-old says.

Bonny, a Balardong Noongar woman, did a Bachelor of Science (Food Science and Technology) at Curtin University in Western Australia. Bonny was a Quality Inspector in a Coles distribution centre before she joined the store support graduate program.



Therese Lavery's 30-plus year career at Coles started at the checkout. She has since managed seven Coles stores in New South Wales and received a national award for dramatically improving morale and the injury rate at the Glendale, NSW, store.

Therese held state roles and is now a Reset Support Manager, which involves setting up and opening new stores, and refreshing old stores. Therese enjoys speaking with managers and other team members.

"You know when you've helped someone. You sometimes don't solve their problems, but you listen to them. I get nicknamed Mumma Bear because I listen to people."

Therese has made lasting relationships at Coles. She met her partner of more than two decades, Rod, at Coles. Their three sons also work at Coles.

Store Leadership – Stephanie Main and Luke Cooper



Stephanie Main first joined Coles in late 2016 and is currently Assistant Site Manager at Bunker Hill Coles Express in Victoria. Her responsibilities in the role include managing team members and stock. Stephanie loves the fact that her job allows her to constantly engage with the public.

"The most enjoyable aspect of my role is dealing with our customers," she says.



Luke Cooper, is the Store Manager of First Choice Liquor, at Waterford, Queensland. Luke loves learning about different products and sharing his knowledge within Coles and with customers.

Luke has managed seven Coles Liquor stores during his career at Coles.

Luke learned of his Indigenous heritage in recent years. He is proud to lead a successful and diverse team. He says Coles' proactive recruitments of team members from all walks of life gives the company the best employee base in Australia.

Trade qualified – Timothy Mayrhans



Timothy Mayrhans, now 38, did a butcher's apprenticeship with Coles' support and is now a qualified butcher working in Coles Chinatown in Broome, Western Australia. He says the store is like one big family.

"It's a great atmosphere, everyone's friendly and I've got an extremely supportive team," he says.

Timothy is proud to work for a company that is developing opportunities for Indigenous Australians, saying programs that support development and employment opportunities give hope and build confidence in the community.

Coles alumni – Suzanne Whaley and Benjamin Gertz



Suzanne Whaley is one of thousands of people who started her career at Coles. Over nine years, she worked as a service operator, a service supervisor and did a secondment with Talent Acquisition. Coles' Graduate Program allowed Suzanne to learn about different roles and departments. Her experience included a three-month project to roll out simpler stock keeping tools across a region.

She says the Graduate Program gave her skills and confidence, which set her up for success in her new role in the automotive industry.



Benjamin Gertz started working at Coles on his 15th birthday, doing shifts around his schooling.

"It was a great job that gave me more confidence, and I would encourage more young, Aboriginal and Torres Strait Islander kids looking for their first job, to consider working for Coles too," he says.

Coles' progress in employing Aboriginal and Torres Strait Islander people made Benjamin proud to have worked for the business.

He's now Policy and Communications Coordinator at The Myuma Group, a non-profit corporations owned by the Indjalandji-Dhidhanu people in Queensland.

"It's a great atmosphere,
everyone's friendly and I've got
an extremely supportive team."

- Timothy Mayrhans, Coles
team member

Products and Services highlights

- Coles has been supporting Indigenous suppliers since **2001**
- Coles worked with **50** Indigenous suppliers during the past year from categories including fresh produce, facilities management and digital technology
- Coles commits to continuing to support Indigenous suppliers and increase opportunities throughout our supply chain





Farmers Liz and Ron Newchurch.



Yaru Water won the Coles 'Community Champion' Supplier of The Year Award in 2018.

Supporting Indigenous suppliers

Retail suppliers

Coles has been supporting Indigenous businesses as part of its retail supply chain for over 18 years.

In the 2000s, Coles focused on supporting Indigenous businesses grow native plants used as ingredients in products sold at Coles, predominately through the Outback Spirit range of condiments. A long-term supplier is Max and Ruth Emery of **Desert Garden Produce** in Rainbow Valley, about 100km south of Alice Springs, who were trailblazers in the cultivation of *Solanum centrale* (also known as desert raisins or bush tomato). Other suppliers have included **Palm River Bushfoods**, the **Laramba Community**, **Minybalburr Enterprise**, and **Pundi Produce**.

In 2012, **Yaru Water**, Australia's first Indigenous premium bottled water producer, was ranged nationally throughout Coles Supermarkets, Coles Liquor and Coles Express outlets.

In recent years, Coles has supported Indigenous farmers to supply fresh produce. These include **Liz and Ron Newchurch**, part owners of Nunga Produce in South Australia.

Coles helped Nunga meet the quality assurance and other requirements to directly supply first-grade quality vegetables to Coles.

Since 2004, Coles has invested over \$1.5m in supporting Indigenous suppliers.



Members of the Young Guns Container Crew team.

Services suppliers

Indigenous-owned **Zancott Knight Facilities Management** now manages Coles Group Property Development portfolio of 30 vacant properties nationally.

The contract is one of the largest Coles has awarded to an Indigenous supplier.

Its Managing Director, Cameron Buzzacott, is thrilled about the partnership with Coles.

"We hope to be a trusted partner for Coles to deliver projects resulting in positive outcomes for Indigenous communities around Australia," he says.

Proud Indigenous business, **Towcha Technology**, is working to update Coles' electronic funds transfer (EFT) in-store payment system.

Through Towcha Technology and its business partnerships, Founder and Owner, Alan Holmes, wants to encourage Aboriginal and Torres Strait Islander people to get into technology.



Zancott Knight Facilities Management's Cameron Buzzacott.

He says it's great to work with a business like Coles, which is similarly supportive of Indigenous culture and people.

The family-owned, Indigenous business, **Young Guns Container Crew** has serviced Coles supermarkets for six years.

Young Guns provides a holistic solution to manage the flow of sea freight in-and-out of distribution centres.

Young Guns' Co-founder and Managing Director, Scott Young, says Coles' willingness to work in partnership with Young Guns has benefited both businesses and the customer.

"We hope to be a trusted partner for Coles to deliver projects resulting in positive outcomes for Indigenous communities around Australia."

- Cameron Buzzacott, Managing Director at Zancott Knight Facilities Management

Partnership to incentivise recycling

Coles in Queensland has a partnership with **Envirobank**, Australia's leading supplier and distributor of innovative recycling technologies and operator of over 55 container refund points and depots nationally.

Envirobank was founded in 2007 by Narelle Anderson, a Jagera woman who is proud of her Indigenous heritage.

Envirobank incentivises people to recycle throughout its network which includes reverse vending machines, smart pods and automated drive-through depots. People can deposit their eligible plastic, aluminium, liquid paperboard, and plastic drink containers to collect their 10 cents refund in the form of cash, electronic funds transfer (EFT), Coles gift cards or donate to a selected charity.

The partnership was established as part of Queensland's container deposit scheme, which was implemented in 2018. Select Coles stores throughout Queensland support a smart pod facility in the carpark where customers Drop 'N' Go using an Envirobank orange bag. They can also return containers at various other Envirobank facilities across the state.

"Our mission is to simply change the way we recycle in Australia," Narelle said.

"Our partnership with Coles is important and being able to give people extra money to spend on essentials like milk and bread and clean up the planet at the same time is just a win for all."



Narelle Anderson.

"Our partnership with Coles is important and being able to give people extra money to spend on essentials like milk and bread and clean up the planet at the same time is just a win for all."

- Narelle Anderson, Founder and Managing Director of Envirobank.

Customer and Community highlights

- Coles works with and supports hundreds of Indigenous community stakeholders each year
- Cultural learning brings benefits to the whole business and has contributed to the rapid increase in the number of Coles team members identifying as Indigenous
- Almost **70** Indigenous community organisations benefit from Coles' partnership with food rescue and redistribution organisation SecondBite

A focus on shared value

An integral part of Coles' Aboriginal and Torres Strait Islander Plan is its focus on building mutually beneficial relationships with Aboriginal and Torres Strait Islander stakeholders.

Coles works with and supports hundreds of Indigenous community stakeholders each year. These organisations are from sectors including education, health, employment, the arts and Native Title. Coles also has a significant Indigenous customer base across Australia that rely on Coles to fulfil their shopping requirements.

These relationships, together with more formal cultural learning, help ensure that as a business Coles continues to better understand, value and recognise Aboriginal and Torres Strait Islander cultures, histories, knowledge and rights.

Shopping through Coles Online saves time for support services

Aboriginal Family Support Services Limited (AFSS), which has supported Aboriginal children and families in South Australia for more than 40 years, has been buying groceries for its residential and accommodation services through Coles for decades.

Historically, AFSS provided Coles gift cards to its staff to make these purchases and in 2016, AFSS switched to making these purchases for Adelaide metro and then regional areas through Coles Online.

AFSS Senior Manager, Corporate Services, Peter Shattock says using Coles Online means staff can order shopping from their base, instead of having to travel to a store. This also means staff can shop in quieter times when residents are at school or asleep.

"The time saving is considerable," Peter said.

He says the less time their staff spend on administrative tasks, such as shopping, the more time they have available to spend directly with residents or clients in their important work to help ensure that Aboriginal children maintain their cultural links.

"The time saving is considerable."

- Peter Shattock, Senior Manager,
Corporate Services at AFSS



Coles Online grocery delivery lets Aboriginal Family Support Services staff spend more time with residents and clients.



Indigenous non-profit Heart Futures collects rescued food from four Queensland Coles stores and distributes it to Indigenous families and organisations.

Partnership to reduce food waste and boost food security

Coles has helped food rescue and redistribution organisation **SecondBite** expand its operations including in Indigenous communities. Coles partners with SecondBite to donate unsold, edible food from more than 780 Coles supermarkets and some distribution centres to local charities across Australia. From 2011 to 30 June 2019, the partnership has provided the equivalent of more than 100 million meals for people in need.

SecondBite has partnered with over 60 food relief agencies on the 1 Million Meals pilot program, targeting Aboriginal and Torres Strait Islander communities.

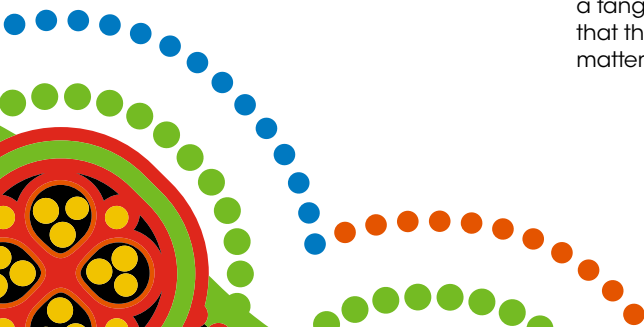
By providing access to nutritious food, SecondBite is supporting healthier diets, a key driver of achieving health equality between Indigenous and other Australians.

Levi-Joel Tamou, the Founder of **Heart Futures**, says this support has been an enormous help to the communities in South East Queensland.

Heart Futures aims to empower Indigenous Australians through access to healthy food and education. After being connected by SecondBite, Heart Futures now picks up rescued food from four Coles stores on the Gold Coast and Ipswich multiple times a week. Heart Futures also collects vegetables, fruit, dairy and meat from the SecondBite distribution centre each week. Their team distributes food to families and organisations including Indigenous medical centres, kindergartens, primary schools, homeless shelters and drug and alcohol rehabilitation centres.

"For many, SecondBite's support means surviving the day or sometimes the week. For most, it means reducing the stress of life and keeping our family units together, strong and healthy," Levi-Joel said.

"The food packages that we pass on are a tangible way of reminding our people that they are loved, they belong, and they matter."





Artist Janet Golder Kngwarreye.



Artist Martha Lee.

Celebrating culture through store art

As part of Coles' commitment to celebrate local Aboriginal culture, Indigenous artwork has been introduced across a number of regional and remote supermarkets.

Coles commissioned local Aboriginal artists to complete the designs, including **Janet Golder Kngwarreye** in Alice Springs, **Martha Lee** in Broome and **Joanne Nasir** and **Les (Lipuwurrunga) Huddleston** in Darwin.

'My Country' depicts Janet Golder Kngwarreye's relationship to country and her traditional homelands. Janet said the piece conveys knowledge of the land that was essential to the survival of Indigenous people in Central Australia.

'Nagulanyurdany Warli' (Saltwater Tucker) by Martha Lee, represents the vibrant colours of Yawuru country and depicts the local seafoods that Yawuru people hunt and cook.

Renowned local Aboriginal artists Joanne Nasir and Les (Lipuwurrunga) Huddleston painted traditional pieces of art for every supermarket across the Greater Darwin area, representing the local community particular to each store location.

Company-wide benefits through cultural learning

Cultural learning has been an integral part of the Coles Aboriginal and Torres Strait Islander Plan implementation.

Since 2011, Coles team members have participated in a range of cultural learning activities, including training workshops, community immersion experiences and secondments with Aboriginal organisations.

Formal, face-to-face workshops are regularly delivered throughout the business. These are tailored specifically to the audience, ensuring team members are provided with practical tools to help them support the delivery of the Coles Aboriginal and Torres Strait Islander Plan, in addition to increasing cultural knowledge and understanding.

Immersion experiences have been conducted in locations including Kalgoorlie and Kununurra, where team members have spent time learning about the local culture and the role that Coles can play in supporting communities.

Coles team members have also undertaken secondments with Aboriginal organisations, including Nyamba Buru Yawuru in Broome, Wunan Foundation in Kununurra and Rumbalara Aboriginal Cooperative in Shepparton.

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